



1 APPEARANCES: (Cont'd)

2 MS. MARCI SCHROLL  
3 Assistant 9-1-1 Program Director  
4 527 East Capitol Avenue  
5 Springfield, Illinois 62794

6 (Appearing on behalf of the Staff of the  
7 Illinois Commerce Commission)

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1	I N D E X			
2	WITNESSES	DIRECT	CROSS	REDIRECT RECROSS
3	ROBERT L. BRUBAKER			
	By Ms. Schroll	7		
4	By Examiner Woods		27	
	By Ms. Davis		27	
5	CHARLENE D. DAVIS			
6	By Mr. Schroll	28		
	By Examiner Woods		35	
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12	EXHIBITS		MARKED	ADMITTED
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1 PROCEEDINGS

2 (Whereupon Petitioner's Group  
3 Exhibit 1 was marked for  
4 identification.)

5 EXAMINER WOODS: I call for hearing Docket  
6 00-0519. This is a petition for approval of a 9-1-1  
7 Emergency Telephone Number System in Bond County,  
8 Illinois.

9 This cause comes on for hearing August 30,  
10 2000, before Donald L. Woods, duly appointed Hearing  
11 Examiner, under the authority of the Illinois  
12 Commerce Commission. The purpose of today's hearing  
13 is for the introduction into evidence of exhibits and  
14 the cross-examination of witnesses, if any.

15 At this time I'd take the appearances of  
16 the parties, please, beginning with Mr. Baumberger.

17 MR. BAUMBERGER: Bob Brubaker is the spokesman  
18 for the --

19 EXAMINER WOODS: Okay. You're not going to be  
20 participating today, Mr. Baumberger?

21 MR. BAUMBERGER: No.

22 EXAMINER WOODS: Okay.

1                   Mr. Brubaker, would you enter your  
2                   appearance, please.

3                   MR. BRUBAKER: I'm sorry. What was that?

4                   EXAMINER WOODS: Just state your name and your  
5                   address or the address of the ETSB and the telephone  
6                   number down there.

7                   MR. BRUBAKER: Robert L. Brubaker, 1278 Red Ball  
8                   Trail, Greenville, Illinois, telephone number  
9                   (618)664-1207.

10                  EXAMINER WOODS: And you are appearing on behalf  
11                  of Bond County. Is that correct?

12                  MR. BRUBAKER: On behalf of Bond County  
13                  Emergency Telephone System Board.

14                  EXAMINER WOODS: Okay.

15                  Ms. Davis.

16                  MS. DAVIS: My name is Charlene D. Davis. I'm  
17                  an Ameritech 9-1-1 Customer Service Manager. My  
18                  address is 2315 North Knoxville, Main Floor, Peoria,  
19                  Illinois 61615 -- no, it isn't; 61604.

20                  EXAMINER WOODS: On behalf of Staff.

21                  MS. SCHROLL: On behalf of Staff, Marci Schroll,  
22                  S-C-H-R-O-L-L, Assistant 9-1-1 Program Director for

1 the Illinois Commerce Commission, 527 East Capitol  
2 Avenue, Springfield.

3 EXAMINER WOODS: Any additional appearances?  
4 Let the record reflect no response.

5 We have witnesses who intend to testify  
6 today I understand. Would all those who intend to  
7 give testimony today please stand and raise their  
8 right hand to be sworn.

9 (Whereupon three witnesses  
10 were sworn by Examiner Woods.)

11 EXAMINER WOODS: Thank you. Be seated.

12 Ready to proceed, Ms. Schroll?

13 MR. BRUBAKER: Sir, I'm having a little bit of  
14 trouble understanding you.

15 EXAMINER WOODS: Okay.

16 MR. BRUBAKER: If you could talk just a wee bit  
17 louder, I would appreciate it.

18 EXAMINER WOODS: I probably won't have anything  
19 else to say, but if I do, I will speak up.

20 MR. BRUBAKER: Very good.

21 MS. SCHROLL: On behalf of Staff, I do have a  
22 few questions for both Mr. Brubaker and for

1 Ms. Charlene Davis from Ameritech, but I'd like to  
2 start off with the county, please.

3 ROBERT L. BRUBAKER  
4 called as a witness herein, at the instance of the  
5 Staff of the Illinois Commerce Commission, having  
6 been first duly sworn, was examined and testified as  
7 follows:

8 DIRECT EXAMINATION

9 BY MS. SCHROLL:

10 Q. Mr. Brubaker, have you been authorized to  
11 represent the Petitioner in this proceeding?

12 THE WITNESS:

13 A. I have. This is in writing. It will be  
14 covered in the minutes. It was by approved motion at  
15 the August 24, 2000 Emergency Telephone System Board  
16 meeting.

17 Q. Okay. The first thing I'd like to do is  
18 take care of some outstanding matters. It looks as  
19 though you have some documents to enter into the  
20 record today. Can you please explain what you have  
21 to enter into the record today?

22 A. Yes. Item A, I have a revised network

1 diagram dated August 15th of this year.

2 Secondly, I have an addendum to our initial  
3 final application report dated June 7, 2000.

4 I have opting agreements with Madison  
5 County and Montgomery County to cover our proposal to  
6 opt out about 143 subscribers in four telephone  
7 exchanges; namely, the exchanges are Coffeen,  
8 Illinois, New Douglas, Illinois, Alhambra, Illinois,  
9 and Grantfork, Illinois.

10 Q. Also in the documents I also see that  
11 you've got some letters, a copy of a letter that was  
12 sent to customers informing them of their status of  
13 being opted out to another county.

14 A. Yes, ma'am.

15 Q. And a list of those customers?

16 A. I do. I have a copy of letters that were  
17 sent to each of these customers at the four  
18 exchanges, along with a copy of the letter that they  
19 received.

20 Q. Okay. The other thing I would like to  
21 point out is that you do have a final, signed inter-  
22 agency or cooperative agreement with Montgomery



1 County, and you have an informal, signed agreement  
2 with Madison County also included in this packet.  
3 Have you finalized that agreement with Madison  
4 County?

5 A. Yes. Mr. Whipple, the 9-1-1 coordinator  
6 for Madison County, has a copy of that and is seeking  
7 the formal signature to it.

8 Q. Okay.

9 A. It has been promised to be returned back  
10 as soon as possible.

11 Q. Okay, and Staff would need a finalized  
12 copy. Even though we have a handwritten copy with  
13 the agreement, we would need a final copy of that  
14 agreement.

15 A. It will be provided immediately upon  
16 receipt.

17 Q. Okay.

18 EXAMINER WOODS: Is that going to be made a part  
19 of the record?

20 MS. SCHROLL: I would think we would want it to  
21 be a part of the record.

22 EXAMINER WOODS: Okay. We'll make that a

1 late-filed exhibit.

2 MS. SCHROLL: Yes.

3 A. I might add that Madison County has  
4 provided you with the petition to cover the proposal  
5 that each of us will be covered in that agreement.

6 Q. We haven't received it yet, but I did  
7 speak with Madison County's coordinate, Mr. Whipple,  
8 yesterday, and he's in the process of modifying his  
9 application and bringing it to our office today.

10 A. Very good.

11 MS. SCHROLL: I'd like to -- later on in my  
12 questioning I'm going to have you get more specific  
13 in the opt-outs, but I'd like to go ahead and cover  
14 some other areas first, if that's okay with the  
15 Examiner.

16 EXAMINER WOODS: Go ahead.

17 MS. SCHROLL: Okay.

18 Q. Could you please just summarize the  
19 planning stages and how this system will operate?

20 A. Well, number one, the overall referendum  
21 for the surcharge was approved in April of '97. The  
22 Emergency Telephone System Board was established

1 April 15th of the same year. A volunteer mapping and  
2 addressing program -- when I say volunteer, the  
3 entire mapping and addressing program for the county  
4 was done by volunteer persons. This was completed in  
5 December of '98. It required the placing of new road  
6 signs at all of the intersections in the county.  
7 This was completed April 1999.

8 In addition to regular activities occurring  
9 since that time and now, we are in the process of  
10 having the PSAP equipment installed, hoping for a  
11 test ready date any day now. We understand that the  
12 trunks required under the trunking network diagram  
13 are in the process of being installed.

14 Q. Okay.

15 A. That's the status to date.

16 Q. What will you be calling this system,  
17 Mr. Brubaker?

18 A. Bond County E-9-1-1.

19 Q. Okay. Can you provide us information on  
20 where the location of your primary PSAP is and  
21 whether or not it serves any other purpose other than  
22 9-1-1?

1           A.     Yes.   The primary PSAP with two positions  
2     will be located within the City of Greenville Police  
3     Department.   We have a third position that will be  
4     established in the Bond County Sheriff's Office which  
5     is about 150 feet across the alley from the first two  
6     positions.   In both instances the departmental  
7     activities for the city police department and sheriff  
8     department dispatching activities, non-emergency  
9     type, will also be handled by these two PSAPs.

10          Q.     So is your backup PSAP the Bond County  
11     Sheriff Department?

12          A.     No, ma'am.

13          Q.     Okay.

14          A.     We have arranged with Clinton County to  
15     have their Carlyle, Illinois PSAP serve as our backup  
16     PSAP.   We have interagency agreements to this effect.

17          Q.     Okay.   And how many PSAPs -- or how many  
18     positions are located at the backup PSAP?

19          A.     There will be two positions in our city  
20     police department and a third position in our  
21     sheriff's office for the primary PSAP.   Our backup  
22     PSAP has two positions located in Carlyle, Illinois.

1 Q. Okay.

2 Will critical areas of the primary and the  
3 backup PSAPs have adequate physical securities to  
4 prevent against the malicious disruption of service?

5 A. Yes. All three locations are concrete or  
6 brick construction in secured buildings with locked  
7 doors. The area between the PSAP equipment and  
8 public access is separated by bulletproof glass in  
9 all three locations.

10 Q. And it is secure from the public.

11 A. That's correct.

12 Q. Okay. Will both PSAPs operate 24 hours a  
13 day, 7 days a week?

14 A. Yes, ma'am.

15 Q. Are both PSAPs capable of receiving ALI,  
16 A-L-I, and ANI, A-N-I?

17 A. Yes, ma'am.

18 Q. If all 9-1-1 lines are busy, is there an  
19 overflow location?

20 A. Yes. Our overflow is scheduled to go to  
21 our backup PSAP in Carlyle, Illinois.

22 Q. Okay.

1           A.     Which is also capable of receiving ANI and  
2     ALI.

3           Q.     Will both PSAPs have emergency power  
4     source to serve the basic power requirements of the  
5     PSAP for a minimum of four hours?

6           A.     Yes.   Each position is supported by a UPS  
7     backup power supply.

8           Q.     Are both the PSAPs capable of handling  
9     your communication needs in an outage?

10          A.     Yes.   All three locations are backed up  
11     with backup generators in case of power failure.

12          Q.     Will the 9-1-1 system be inoperable at any  
13     time due to maintenance programs or for any other  
14     reason?

15          A.     We have no planned or scheduled shutdowns  
16     in our operation.

17          Q.     Will a logging recorder be utilized at  
18     both the primary and backup PSAPs?

19          A.     Yes, ma'am.

20          Q.     And you will maintain an archives of these  
21     tapes for a minimum of thirty days?

22          A.     Yes, ma'am.

1           Q.     Will there be a teletypewriter at both the  
2     primary and the backup PSAPs?

3           A.     Yes, ma'am.

4           Q.     And portable backups available at the  
5     PSAPs?

6           A.     Yes, ma'am.

7           Q.     Will TTY calls have access to 9-1-1 lines?

8           A.     Yes, ma'am.

9           Q.     What method will be used for informing  
10    participating agencies of a 9-1-1 call?

11          A.     All emergency units will be dispatched by  
12    VHF radio, police, fire, and emergency as primary,  
13    and we'll also have a secondary access through the  
14    local landline. This is in accordance with our  
15    operating agreements with each of these agencies.

16          Q.     Okay. What method of dispatch will be  
17    used in handling calls outside your normal  
18    jurisdictional boundaries?

19          A.     Our equipment will be supplied with a  
20    direct transfer feature and a call conference in  
21    order to contact adjacent agencies.

22          Q.     And you have secured all agreements with

1 the participating and adjacent agencies, including  
2 the State Police?

3 A. Yes, ma'am, including Illinois State  
4 Police Districts 11, 12, and 18.

5 Q. Can you provide us with the monthly and  
6 nonrecurring costs for the proposed system?

7 A. We estimate an operating cost of around  
8 \$8,600 a month and the initial cost of the  
9 installation at \$303,800.

10 Q. Is the surcharge in an interest-bearing  
11 account?

12 A. Yes, ma'am, excluding that portion that we  
13 anticipate will be needed for current expenses. The  
14 funds will be established or deposited into interest-  
15 bearing accounts except that portion that we  
16 anticipate being required for current expenses.

17 Q. Do you have any no man's lands in your  
18 proposed system?

19 A. No, ma'am.

20 Q. Okay. Now I'd like to go back to your  
21 exhibits that you filed today and talk about what  
22 persons in your county you plan to opt out to another



1 county, what exchanges that you're opting out and how  
2 many customers are affected. If you could just give  
3 us a summary of who will be handling those customers.

4 A. Okay. Very good. We have our Coffeen,  
5 Illinois exchange with 16 subscribers that we propose  
6 to opt out to Montgomery County.

7 Q. And you have secured an intergovernmental  
8 agreement with Montgomery County to take those  
9 customers.

10 A. This is covered by the intergovernmental  
11 agreement that we submitted today, yes.

12 Q. Okay.

13 A. In addition to Montgomery County, we have  
14 three exchanges that we propose to opt out to Madison  
15 County. That will include the New Douglas exchange  
16 with 21 customers, Alhambra exchange with 72  
17 customers, Grantfork exchange with 34 customers. We  
18 have a preliminary agreement with them that you have  
19 on file, and we understand that Madison County has  
20 filed for a petition to include this arrangement in  
21 their operation.

22 Q. And then there's one more exchange that

1 Bond County is going to be taking of Montgomery  
2 County called the Mulberry Grove exchange.

3 A. Yes, ma'am.

4 Q. Is that correct?

5 A. They have five subscribers in the Mulberry  
6 Grove exchange and have asked us to take the calls  
7 for those customers.

8 Q. And how will you handle those calls?

9 A. We have a direct transfer feature that  
10 will transfer their calls to the Montgomery County  
11 PSAP.

12 Q. Okay.

13 And we've already discussed that these  
14 customers have been notified by a letter explaining  
15 how their 9-1-1 will be handled.

16 A. Yes. We have submitted a letter to each  
17 one of these customers. We've had no adverse  
18 responses.

19 The letters going to the Mulberry Grove  
20 customers from Montgomery County, I understand this  
21 is in the process of being done right now.

22 Q. So all customers in Bond County will have

1 access to Enhanced 9-1-1 services.

2 A. Absolutely.

3 Q. Will your PSAP maintain a log of the 9-1-1  
4 system's operations?

5 A. Yes.

6 Q. Will PSAP management make available to the  
7 Commission such records as may be required if a  
8 review of the system becomes necessary?

9 A. Yes.

10 Q. Does the PSAP have written procedures for  
11 tracing calls for the proposed 9-1-1 system?

12 A. We have discussed preliminary procedures,  
13 and these will be defined in exact detail prior to  
14 the PSAP training for our operators by the equipment  
15 installers.

16 Q. Will the PSAP management develop  
17 procedures for providing 9-1-1 service in the event  
18 that critical functions of the PSAP are partially or  
19 totally disabled due to natural or man-made  
20 disasters, including call box procedures?

21 A. Yes. This will be included in detail  
22 within a system operational manual.

1           Q.     Will PSAP management provide a copy of all  
2     procedures to this agency for 9-1-1 emergency  
3     contingency plans, call trace, and call repair prior  
4     to going on line?

5           A.     Yes, as desired by the Commission.

6           Q.     What considerations has management made to  
7     ensure that private residential and private switched  
8     services are provided the same level of 9-1-1 that is  
9     being provided to other end users of the local 9-1-1  
10    system?

11          A.     We have approximately ten users with  
12    private or PBX exchange equipment. We have held one  
13    group meeting, including the entire group, discussing  
14    the ramifications of this operation. We have had  
15    subsequent discussions with one or two of these  
16    people. There's still some legislation I think being  
17    required or being developed that might control this  
18    to a certain extent, but we are in constant contact  
19    with these people concerning our operations and their  
20    needs.

21          Q.     Okay. Is there a cell site in your area  
22    that would result in wireless 9-1-1 calls arriving at

1 your PSAP?

2 A. Yes, there is.

3 Q. Has your ETSB sent a letter of intent to  
4 handle wireless calls for your jurisdiction?

5 A. Yes, ma'am. These letters were sent to  
6 the director of the State Police and to the  
7 Commission. This was done in May of 2000 prior to  
8 the June 21 deadline.

9 Q. Do you have procedures in place to accept  
10 and handle wireless 9-1-1 calls?

11 A. Procedures are being developed right now  
12 by the Emergency Telephone System Board.

13 Q. How are your rural areas of the county  
14 addressed?

15 A. Bond County was divided into bridge  
16 sections approximately one mile wide and one mile in  
17 length about 25 years ago. Our addressing system  
18 utilized and maintained this original grid system.  
19 All of our addresses do not -- our rural addresses do  
20 not exceed a four-digit number, and they are numbered  
21 from west to east in the county and from the south to  
22 the north. They do not have a north or a south

1 designation.

2 Q. Were new signs necessary due to the  
3 readdressing of the county?

4 A. Yes. We placed new signs over the entire  
5 county. This was completed in April of '99.

6 Q. Now can the database be queried by  
7 dispatchers or any other persons or is the subscriber  
8 information released only when the subscriber dials  
9 9-1-1?

10 A. Our program is programmed to permit the  
11 communicators to access information primarily for the  
12 purpose of handling a call or determining the  
13 emergency location should a call come in from a  
14 telephone other than at the emergency location.

15 Q. Can you explain what you mean by that?

16 A. If Johnny calls up from his home and wants  
17 to report that he has a neighbor that has a problem,  
18 the communicators will need to access that neighbor's  
19 address. This is the reason for that.

20 Q. Okay. So the telecommunicators do have  
21 access in querying the database.

22 A. Yes, ma'am.

1           Q.     Have guidelines been set for those  
2     telecommunicators in querying the database?

3           A.     I'm sorry. I didn't understand that.

4           Q.     Have guidelines been set for the  
5     telecommunicators regarding querying the database?

6           A.     They're in the process of being developed  
7     right now in connection with the installation of the  
8     equipment and the instruction to the  
9     telecommunicators.

10          Q.     Okay. Have the addressing discrepancies  
11     been resolved in your MSAG?

12          A.     We're doing this on a daily basis. We're  
13     still getting some inquiries from the telephone  
14     companies, and we're positioned to give them  
15     immediate reply should we get any inquiries.

16          Q.     Is the database complete?

17          A.     Not yet. Ameritech is working on that,  
18     and I think Ms. Davis will address that issue in her  
19     testimony.

20          Q.     Do you know how often the data base is  
21     updated?

22          A.     Daily.

1           Q.     How long are you planning to test the  
2     database?

3           A.     We have programmed a minimum of six weeks  
4     period, with the intent of receiving test calls from  
5     at least 80 percent of our subscribers.

6           Q.     Can you describe the testing process that  
7     you're going to go through?

8           A.     Yes.  We have been dealing and keeping  
9     current with local radio facilities, local  
10    newspapers.  We also have a coordinated effort with  
11    Greenville College to -- we have a web page  
12    established where people can access the web page and  
13    learn about all of the information currently  
14    available with our operation, and we also have a  
15    coordinated -- we've developing a coordinated plan  
16    with the school system in order to provide some  
17    education on the 9-1-1 program to all of the students  
18    within Bond County.

19          Q.     Can you help me out here and tell me  
20    whether or not you provided a test plan in the  
21    application?  I can't recall.

22          A.     If we have provided what?



1           Q.     A test plan.

2           A.     A test plan.  Yes, we have submitted a  
3     test plan in our narrative report.  However, within  
4     Bond County we have over ten emergency responding  
5     units with well over 100 volunteer people.  We have  
6     contacted these units, and they have agreed to  
7     participate in a test plan, whereas primarily the  
8     fire department volunteers will make an effort to  
9     have every subscriber within their area contacted for  
10    the purpose of making test calls, and this will  
11    represent over 50 percent of the total telephones in  
12    Bond County.  Our major urban area is Greenville,  
13    Illinois proper, and we propose that program -- in  
14    cases where we know of handicapped persons or persons  
15    that have impaired hearing, we propose to contact  
16    every one of those personally if we are aware of  
17    their condition, and then continue with a scheduling  
18    of testing by say telephone numbers within Greenville  
19    itself.

20          Q.     Okay.  You briefly mentioned that you were  
21    going to be doing some education in schools regarding  
22    the use of 9-1-1.  What other types of media programs

1 do you plan to use to publicize that 9-1-1 will be  
2 available in your area?

3 A. The local television and news media and  
4 newspapers, radio stations that cover the county.

5 Q. Okay. When does Bond County believe the  
6 system will be ready to be on line?

7 A. Well, we tentatively have been working  
8 toward a date of October 24th this year. Plans are  
9 progressing fairly well to meet that date. However,  
10 we do not have the full control of that, so we will  
11 be at the mercy of other factors.

12 MS. SCHROLL: That's all the questions I have  
13 for Mr. Brubaker.

14 EXAMINATION

15 BY EXAMINER WOODS:

16 Q. What is the monthly surcharge?

17 A. October 24th.

18 Q. No, monthly surcharge.

19 A. Oh, \$1.45.

20 Q. And what are the annual collections,  
21 approximate?

22 A. About 120,000 a year. This is detailed in

1 a report within the application.

2 Q. And you said Bond County is picking up  
3 five lines from Montgomery County. Is that right?

4 A. Five customers, five subscribers, five  
5 telephone subscribers from the Mulberry Grove,  
6 Illinois exchange.

7 EXAMINER WOODS: Okay. That's all I had.

8 Ms. Davis?

9 MS. DAVIS: Can the telephone company ask the  
10 Commission to ask the Petitioner to clarify their  
11 perception of exactly how the calls are going to be  
12 handled at the 9-1-1 center with the situation that  
13 of Greenville being the police department and the one  
14 position at the sheriff's department and then  
15 Carlyle? Do I have the right?

16 EXAMINER WOODS: Sure.

17 CROSS EXAMINATION

18 BY MS. DAVIS:

19 Q. So would you just clarify for the record  
20 your perception of how those calls are going to be  
21 handled? A 9-1-1 call is answered. It comes in to?

22 A. Any 9-1-1 call coming into our PSAP will

1       appear on all three of the positions in the primary  
2       PSAP. They will be answered in the sequence of  
3       position 1, position 2, or position 3. Should those  
4       positions be filled, overflow will be sent to our  
5       backup PSAP in Carlyle, Illinois.

6               MS. DAVIS: Thank you.

7                               (Witness excused.)

8               EXAMINER WOODS: Do you have questions of  
9       Ms. Davis?

10              MS. SCHROLL: I have a few questions for  
11       Ms. Davis.

12                              CHARLENE D. DAVIS

13       called as a witness herein, at the instance of the  
14       Staff of the Illinois Commerce Commission, having  
15       been first duly sworn, was examined and testified as  
16       follows:

17                              DIRECT EXAMINATION

18               BY MS. SCHROLL:

19              Q.     Ms. Davis, are the exchanges and prefixes  
20       which are identified in Exhibit 5 of the Petitioner's  
21       application a true representation of those in the  
22       proposed 9-1-1 system?

1           A.     Yes, they are a true representation of the  
2     Petitioner's application to the best of my knowledge.

3           Q.     Can you explain what the features are  
4     associated with this 9-1-1 system?

5           A.     Yes.   The features associated with the  
6     9-1-1 system for Bond County are ANI, A-N-I,  
7     automatic number identification, ALI, A-L-I,  
8     automatic location identification, selective routing,  
9     and forced disconnect.

10          Q.     How many 9-1-1 PSAP trunks will be  
11     provisioned for the primary PSAP?

12          A.     The Bond County network has been  
13     configured for three wire landlines, two wireless  
14     lines, and there are six existing lines for the  
15     Carlyle PSAP that will be used.

16          Q.     Okay.   What type of trunking arrangements  
17     will be used with this system?

18          A.     There will be a combination of both  
19     dedicated and tandem trunking.

20          Q.     Do you believe that the proposed network  
21     diagram provides the required trunking configuration?

22          A.     Yes, I do.

1           Q.     Will the telephone company's pay  
2     telephones within the 9-1-1 system's boundaries  
3     provide coin-free dialing?

4           A.     Yes, they will.

5           Q.     Will the telephone company's pay  
6     telephones be placarded stating 9-1-1 service?

7           A.     Yes, they will.

8           Q.     Will customer-owned pay telephone service  
9     providers be notified that 9-1-1 is utilized in the  
10    proposed exchanges?

11          A.     Ameritech will make every attempt to  
12    notify the COPTS vendors.  However, Ameritech does  
13    not maintain a database specifically for these  
14    vendors.

15          Q.     Will the primary telephone company in its  
16    notification to the COPTS providers advise them to  
17    have coin-free dialing and placard their telephones  
18    for 9-1-1 service?

19          A.     Whenever the opportunity presents itself,  
20    yes, we will.

21          Q.     Will alternate routing be utilized?

22          A.     Ameritech will provide alternate routing

1       wherever it is currently available.

2           Q.     Are there any remote central offices  
3       within the proposed 9-1-1 system?

4           A.     Yes, there are.

5           Q.     Are they capable of standing alone?

6           A.     Yes, they are.

7           Q.     During and after hours how are PSAP  
8       personnel to contact your company if a problem  
9       occurs?

10          A.     The Bond County 9-1-1 system has  
11       negotiated with their CPE, customer provided  
12       equipment vendor, Verizon, to be their first point of  
13       contact should a problem occur. They will also be  
14       provided with the Ameritech 8009-1-1 resolution  
15       center telephone number.

16          Q.     Will telephone company personnel advise  
17       PSAP personnel regarding 9-1-1 outages, testing of  
18       equipment and lines, or maintenance of 9-1-1 lines?

19          A.     Ameritech will advise PSAP personnel of  
20       9-1-1 outages. They will also provided advanced  
21       notice whenever testing of equipment, lines, or  
22       maintenance procedures are scheduled to take place.

1           Q.     Will the telephone company train  
2     appropriate employees in the practices just  
3     described?

4           A.     Yes, they will.

5           Q.     Will telephone company equipment operate  
6     and tolerate power fluctuations or interruptions?

7           A.     Yes, it will, to the best of my knowledge.

8           Q.     Will the 9-1-1 system be inoperable at any  
9     time due to maintenance programs or for any other  
10    reason?

11          A.     No, not to my knowledge.

12          Q.     Will all the company's call boxes be  
13    equipped with intrusion alarms?

14          A.     Yes, they will.

15          Q.     Can the database be queried by dispatchers  
16    or any other person?

17          A.     A provision has been made via the Bond  
18    County friendly lawsuit to query the database in  
19    specific situations, i.e., to resolve 9-1-1 errors.  
20    Otherwise, the subscriber information will only be  
21    released when the subscriber dials 9-1-1, as stated  
22    in the Ameritech tariff.



1 Q. Okay. Where is the database located?

2 A. The 911 database is a redundant database  
3 with two location sites, the first location being at  
4 425 West Randolph in Chicago, Illinois. It's also  
5 identified as the Riverfront site, and the second  
6 location is 2305 Sanders Road in Northbrook,  
7 Illinois, which is also identified as the Northbrook  
8 site.

9 Q. Is the database complete?

10 A. At this time the Bond County E9-1-1  
11 database is not complete.

12 Q. Will it have a one percent or less error  
13 ratio at the time of cut-over?

14 A. Yes.

15 Q. If not, will the telephone company cut  
16 over the 9-1-1 system with an error ratio in excess  
17 of one percent?

18 A. No. Currently the Bond County 9-1-1  
19 system does not have an error rate. Until the TN  
20 load, and that's TN for telephone number, load is  
21 completed and the error ratio of one percent is  
22 reached, Ameritech understands that this system will

1 not convert to Enhanced 9-1-1.

2 Q. How often does Ameritech update the  
3 database?

4 A. The 9-1-1 system is updated on a daily  
5 basis.

6 Q. And you just stated that the database is  
7 backed up. There are two locations. Is that  
8 correct?

9 A. Yes, Northbrook and Riverfront.

10 Q. When does Ameritech believe the 9-1-1  
11 system will be ready to go on line?

12 A. The customer has submitted a date of  
13 October 24, 2000, for the deadline that they would  
14 like to be on line. We and all participating  
15 telephone companies will make every attempt to meet  
16 this date. However, due to the current status of the  
17 MSAG, Master Street Address Guide, the on-line date  
18 of October 24th is unlikely.

19 Q. Is there a date that the company has in  
20 mind that would be -- do you have any time frame? I  
21 know that's hard to --

22 A. I represent all participating telephone

1 companies. You know, the customer is responsive to  
2 all requests that we have made. However, we know  
3 that the telephone number load is what sets the error  
4 ratio of how much we have to work with, and we won't  
5 know that at this point in time.

6 MS. SCHROLL: Okay. That's all the questions I  
7 have for Ms. Davis.

8 EXAMINATION

9 BY EXAMINER WOODS:

10 Q. So as I understand it, the error ratio is  
11 a combination of telephone numbers in comparison with  
12 the MSAG. Is that correct?

13 A. That's correct.

14 Q. So if we get the error ratio to at or  
15 below one percent, we can assume that the MSAG is  
16 complete?

17 A. Right. In fact, the MSAG is complete when  
18 we get to 3 percent, and at that point in time the  
19 customer proceeds with their test plan, and at one  
20 percent we will notify the Commission, and they are  
21 able to cut.

22 We also understand that since we have no

1 error rate and no telephone number load completed at  
2 this time, that Ameritech is incumbent upon to  
3 produce to the Illinois Commerce Commission Staff,  
4 when that load is done, an error rate on a weekly  
5 basis so that they will be made aware of when we  
6 reach one percent.

7 EXAMINER WOODS: And you understand,  
8 Mr. Brubaker, that in virtually all of these dockets  
9 the petition is not fully granted until the error  
10 ratio reaches one percent or below.

11 MR. BRUBAKER: We understand that, sir.

12 EXAMINER WOODS: Okay.

13 Anything further?

14 MS. SCHROLL: No.

15 EXAMINER WOODS: Let's go off the record just  
16 briefly.

17 (Whereupon at this point in  
18 the proceedings an  
19 off-the-record discussion  
20 transpired.)

21 EXAMINER WOODS: Back on the record.

22 For purposes of the record, I would note

1       that the three documents identified previously by  
2       Mr. Brubaker, which are the revised network diagram,  
3       the addendum to application, and the opting  
4       agreements with Madison and Montgomery County, have  
5       been marked for identification as Petitioner's Group  
6       Exhibit Number 1 and is so admitted.

7                               (Whereupon Petitioner's Group  
8                               Exhibit 1 was received into  
9                               evidence.)

10               In addition, the Petitioner has agreed to  
11       file a late-filed agreement which is the call  
12       handling agreement I believe with Madison County  
13       9-1-1.

14               MS. SCHROLL: Interagency agreement.

15               EXAMINER WOODS: Interagency agreement with  
16       Madison County 9-1-1. Upon receipt, that will be  
17       marked as Petitioner's Late-Filed Exhibit 1, and you  
18       understand that I won't be able to begin this order  
19       until I receive that document. Okay?

20               MR. BRUBAKER: (Nods head in the affirmative.)

21               EXAMINER WOODS: Anything further?

22               MS. SCHROLL: No.

1 EXAMINER WOODS: Anything further, Mr. Brubaker?

2 MR. BRUBAKER: No.

3 EXAMINER WOODS: Ms. Davis?

4 MS. DAVIS: No.

5 EXAMINER WOODS: This docket is marked Heard and  
6 Taken. Thank you all very much.

7 HEARD AND TAKEN

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1     STATE OF ILLINOIS     )  
                                  )SS  
2     COUNTY OF SANGAMON    )  
  
3     CASE NO.:   00-0519  
  
4     TITLE:   COUNTY OF BOND, ILLINOIS

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8                               CERTIFICATE OF REPORTER

9         I, Cheryl A. Davis, do hereby certify that I am  
a court reporter contracted by Sullivan Reporting  
10       Company of Chicago, Illinois; that I reported in  
shorthand the evidence taken and proceedings had on  
11       the hearing on the above-entitled case on the 30th  
day of August, 2000; that the foregoing 38 pages are  
12       a true and correct transcript of my shorthand notes  
so taken as aforesaid and contain all of the  
13       proceedings directed by the Commission or other  
persons authorized by it to conduct the said hearing  
14       to be so stenographically reported.

15       Dated at Springfield, Illinois, on this 13th day  
of September, A.D., 2000.

16

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                              Certified Shorthand Reporter  
                              License No. 084-001662

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